

17. **Measurement** - Billing Timeliness (Wholesale Bill).

Definition - The measurement will be % mechanized bills sent by midnight of the 6th work day after the end of the bill period. Since paper bills are handled via the same process that SWBT uses for paper distribution no measurement is provided.

18. **Measurement** - Daily Usage Feed Timeliness.

Definition - The percent of usage data transmitted on time. (This measurement is still under development and therefore the definition may change).

19. **Measurement** - Unbillable Usage.

Definition - The percent usage data that is unbillable. (This measurement is still under development and therefore the definition may change).

C. Miscellaneous Administrative

20. **Measurement** – Local Service Center (LSC) Average Speed Of Answer.

Definition - The average time a customer is in queue. The time begins when the customer enters the queue and ends when the call is answered by a SWBT representative.

21. **Measurement** – Local Operations Center (LOC) Average Speed Of Answer.

Definition - The average time a customer is in queue. The time begins when the customer enters the queue and ends when the call is answered by a SWBT representative.

II. RESALE POTS

A. Provisioning

22. **Measurement** - Mean Installation Interval.

Definition - Average business days from application date to completion date for N,T,C orders excluding customer caused misses and customer requested due dates greater than 5 business days.

23. **Measurement** - Percent Installations Completed Within “x” Business Days (POTS).

Definition - Measure of orders completed within “x” business days, 5 business days for FW and 3 business days for NFW, of receipt of confirmed service order for POTS resale service excluding orders where customer requested a due date greater than “x” business days and excluding orders with only customer caused misses.

24. **Measurement** - Percent SWBT Caused Missed Due Dates.

Definition - Percent of N,T,C orders where installation was not completed by the due date, excluding customer caused misses.

25. **Measurement** - Percent Company Missed Due Dates Due To Lack Of Facilities.
Definition - Percent N,T,C orders with missed committed due dates due to lack of facilities.
26. **Measurement** - Delay Days For Missed Due Dates Due To Lack Of Facilities.
Definition - Average calendar days from due date to completion date on company missed orders due to lack of facilities.
27. **Measurement** - Percent Installation Reports Within 10 Days (I-10).
Definition - Percent of N,T,C orders that receive a network customer trouble report not caused by CPE or wiring within 10 calendar days of service order completion excluding subsequent reports and all disposition code "13" reports (excludable reports).

B. Maintenance

28. **Measurement** - Trouble Report Rate.
Definition - The number of customer trouble reports not caused by CPE or wiring, CPE and disposition code "13" reports within a calendar month per 100 lines.
29. **Measurement** - Percent Missed Repair Commitments.
Definition - Percent of trouble reports not cleared by the commitment time, excluding disposition code "13" reports.
30. **Measurement** - Receipt To Clear Duration.
Definition - Average duration of customer trouble reports from the receipt of the customer trouble report to the time the trouble report is cleared with the customer excluding subsequent, and all disposition code "13" reports (excludable).
31. **Measurement** - Percent Out Of Service (OOS) < 24 Hours.
Definition - Percent of OOS trouble reports cleared in less than 24 hours excluding subsequent, tickets received on Saturday or Sunday, no access and all disposition code "13" reports (excludable).
32. **Measurement** - Percent Repeat Reports.
Definition - Percent of customer trouble reports received within 10 calendar days of a previous customer report that were not caused by CPE or wiring excluding subsequent reports and all disposition code "13" reports (excludable).

III. RESALE SPECIALS (EXCLUDES "ACCESS" ORDERS)

A. Provisioning

33. **Measurement** - Average Installation Interval.

Definition - Average business days from application date to completion date for N,T,C orders by item. Excludes customer cause misses and customer requested due date greater than "x" business days.

34. **Measurement** - Percent Installations Completed Within "x" Business Days.

Definition - Percent installations completed within "x" business days excluding customer caused misses and customer requested due date greater than "x" business days.

35. **Measurement** - Percent SWBT Caused Missed Due Dates.

Definition - Percent of N,T,C orders where installations were not completed by the negotiated due date excluding customer caused misses.

36. **Measurement** - Percent Installation Reports Within 30 Days (I-30).

Definition - Percent of N,T,C orders by item that receive a network customer trouble report within 30 calendar days of service order completion.

37. **Measurement** - Percent Missed Due Dates Due To Lack Of Facilities.

Definition - Percent N,T,C orders by item with missed committed due dates due to lack of facilities.

38. **Measurement** - Delay Days For Missed Due Dates Due To Lack Of Facilities.

Definition - Average calendar days from due date to completion date on company missed orders due to lack of facilities.

B. Maintenance

39. **Measurement** - Mean Time To Restore.

Definition - Average duration of network customer trouble reports from the receipt of the customer trouble report to the time the trouble report is cleared excluding no access and delayed maintenance.

40. **Measurement** - Percent Repeat Reports.

Definition - Percent of network customer trouble reports received within 30 calendar days of a previous customer report.

41. **Measurement** - Failure Frequency.

Definition - The number of network customer trouble reports within a calendar month per 100 circuits.

IV. UNBUNDLED NETWORK ELEMENTS (UNES)

A. Provisioning

42. **Measurement** - Average Installation Interval.

Definition - Average business days from application date to completion date for N,T,C orders excluding customer cause misses and customer requested due date greater than "x" business days. The "x" business days is determined based on quantity of UNE loops ordered and the associated standard interval.

43. **Measurement** - Percent Installations Completed Within "x" Business Days.

Definition - Percent installations completed within "x" business days excluding customer caused misses and customer requested due date greater than "x" business days.

44. **Measurement** - Percent Missed Due Dates.

Definition - Percent of UNE N,T,C orders where installations are not completed by the negotiated due date excluding customer caused misses.

45. **Measurement** - Percent Installation Reports Within 30 Days (I-30).

Definition - Percent UNE N,T,C orders by item that receive a network customer trouble report within 30 calendar days of service order completion.

46. **Measurement** - Percent Missed Due Dates Due To Lack Of Facilities.

Definition - Percent N,T,C orders with missed committed due dates due to lack of facilities.

47. **Measurement** - Delay Days For Missed Due Dates Due To Lack Of Facilities.

Definition - Average calendar days from due date to completion date on company missed orders due to lack of facilities.

B. Maintenance

48. **Measurement** - Trouble Report Rate.

Definition - The number of network customer trouble reports within a calendar month per 100 UNES.

49. **Measurement** - Percent Missed Repair Commitments.

Definition - Percent of trouble reports not cleared by the commitment time for company reasons.

50. **Measurement** - Mean Time To Restore.

Definition - Average duration of network customer trouble reports from the receipt of the customer trouble report to the time the trouble report is cleared excluding no access and delayed maintenance.

51. **Measurement** - Percent Out Of Service (OOS) < 24 Hours.

Definition - Percent of OOS trouble reports cleared in less than 24 hours.

52. **Measurement** - Percent Repeat Reports.

Definition - Percent of network customer trouble reports received within 30 calendar days of a previous customer report.

V. INTERCONNECTION TRUNKS

53. **Measurement** - Percent Trunk Blockage.

Definition - Percent of calls blocked on outgoing traffic from SWBT switch to CLEC switch.

54. **Measurement** - Common Transport Trunk Blockage.

Definition - Percent of local common transport trunk groups exceeding 2% blockage.

55. **Measurement** - Distribution Of Common Transport Trunk Groups Exceeding 2%.

Definition - A distribution of trunk groups exceeding 2% reflecting the various levels of blocking.

56. **Measurement** - Percent Missed Due Dates.

Definition - Percent trunk order due dates missed on interconnection trunks.

57. **Measurement** - Average Trunk Restoration Interval.

Definition - Average time to repair interconnection trunks.

VI. DIRECTORY ASSISTANCE (DA) AND OPERATOR SERVICES (OS)

58. **Measurement** - Directory Assistance Grade Of Service.

Definition - % of directory assistance calls answered < 1.5, < 2.5, > 7.5, > 10.0, > 15.0, > 20.0, and > 25.0 seconds.

59. **Measurement** - Directory Assistance Average Speed Of Answer.

Definition - The average time a customer is in queue. The time begins when the customer enters the queue and ends when the call is answered by a SWBT representative.

60. **Measurement** - Operator Services Grade Of Service.

Definition - % of operator services calls answered < 1.5, < 2.5, > 7.5, > 10.0, > 15.0, > 20.0, and > 25.0 seconds.

61. **Measurement** - Operator Services Average Speed Of Answer.

Definition - The average time a customer is in queue. The time begins when the customer enters the queue and ends when the call is answered by a SWBT representative.

VII. INTERIM NUMBER PORTABILITY (INP)

62. **Measurement** - % Installation Completed Within "x" (3, 7, 10) Business Days.

Definition - % installations completed within "x" (3, 7, 10) business days excluding customer caused misses and customer requested due dates greater than "x" (3, 7, 10) business days.

63. **Measurement** - Average INP Installation Interval.

Definition - Average business days from application date to completion date for INP orders excluding customer requested due dates greater than the SWBT standard interval.

64. **Measurement** - Percent INP I-Reports Within 30 Days.

Definition - Percent of INP N.T.C orders that receive a network customer trouble report not caused by CPE or wiring within 30 calendar days of service order completion excluding subsequent reports and all disposition code "13" reports (excludable reports).

65. **Measurement** - Percent Missed Due Dates.

Definition - Percent of INP N.T.C orders where installations are not completed by the negotiated due date excluding customer caused misses.

VIII. 911

66. **Measurement** - Average Time To Clear Errors.

Definition - The average time it takes to clear an error is detected during the processing of the 911 database file.